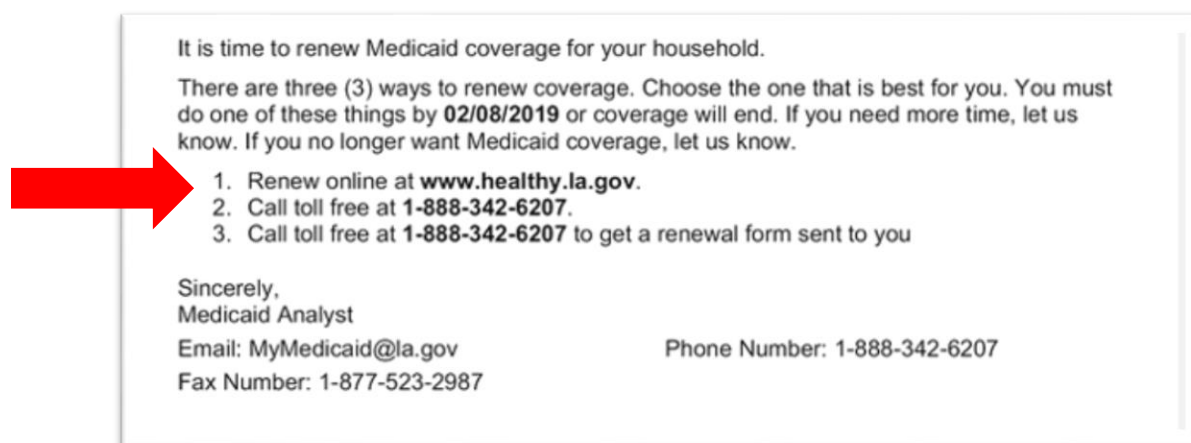


## How to Renew Your Medicaid and LaCHIP Coverage Online

### Why do I need to renew my Medicaid or LaCHIP coverage?

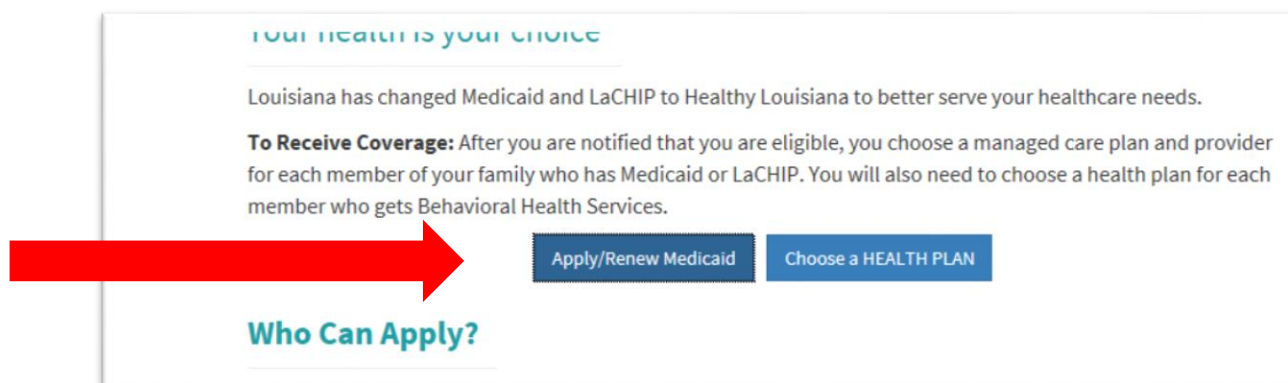
You must renew your Medicaid every year. When it is time to renew, Medicaid will send you a letter. If you received a letter that says it is a “**Renewal Letter**” at the top from the Louisiana Department of Health, you **must contact Louisiana Medicaid to renew** your Medicaid. If you do not contact Medicaid by the date in the letter, **you could lose your coverage.**

Your letter lists three ways to renew (see below). **The fastest and easiest way to renew is online.**



### Where do I renew my Medicaid or LaCHIP online?

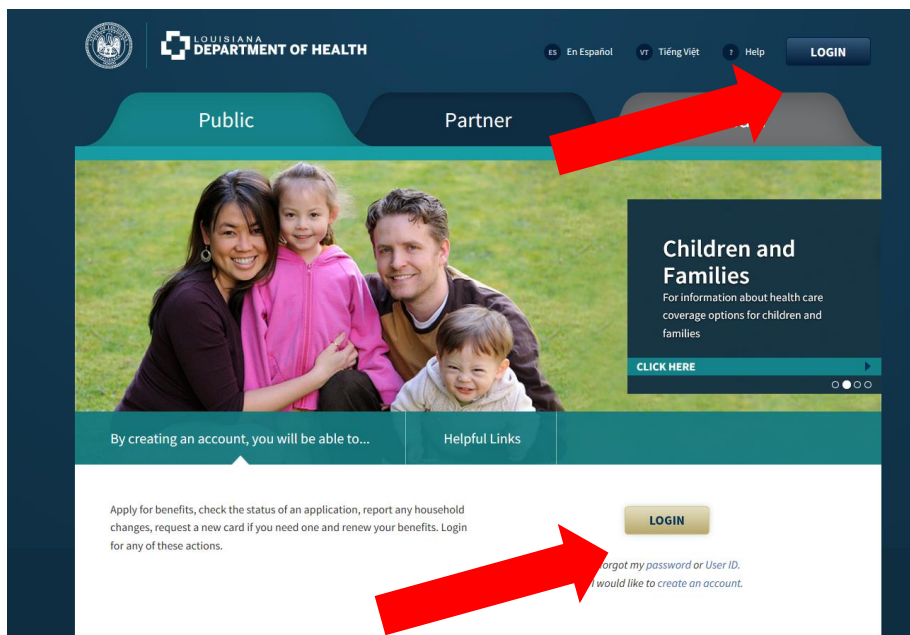
1. Go to [www.healthy.la.gov](http://www.healthy.la.gov) on your computer or your mobile device or smart phone.
2. In the middle of the page there is a blue box that reads “Apply/Renew Medicaid”. Click on this box.



3. The Apply/Renew Medicaid button will take you to the [Self Service Portal](#) where you can renew your Medicaid coverage. It should take between 30 minutes to 60 minutes to complete the renewal.

## How do I renew my Medicaid or LaCHIP Coverage?

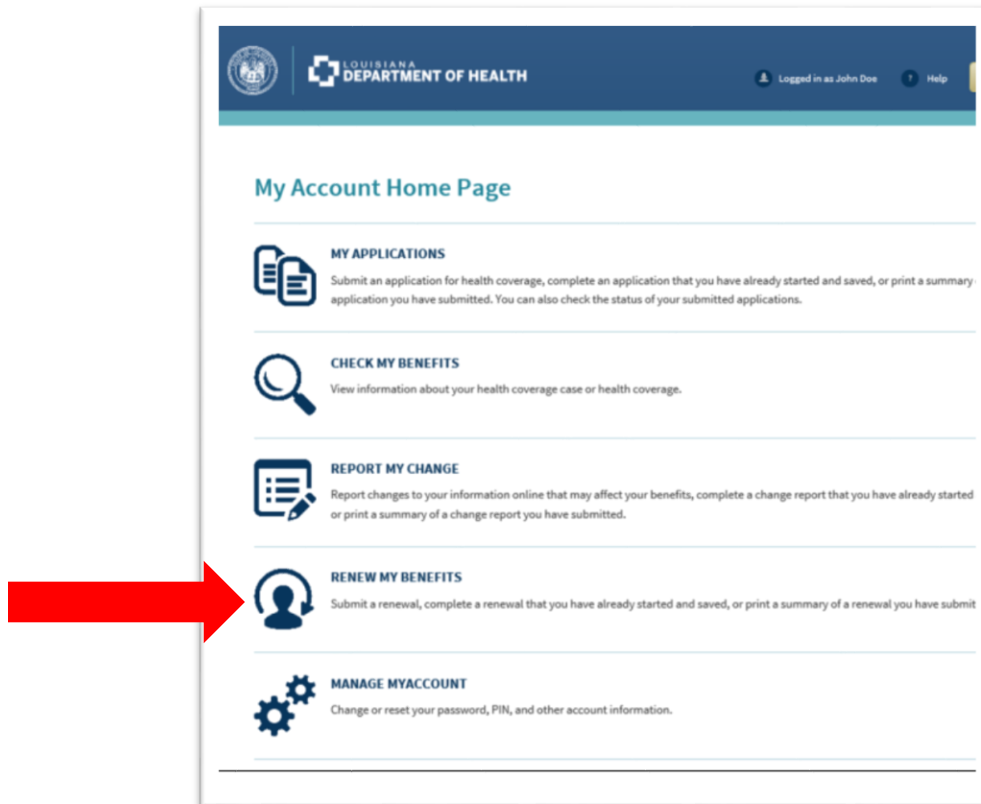
1. **You must have an account** to renew your coverage. If you do not have an account, skip to the section at the end of this document called "[How do I create an account](#)" to learn how to create an account.
2. Once you have an account, Login at the [Self Service Portal](#). There are two places to login (see below).



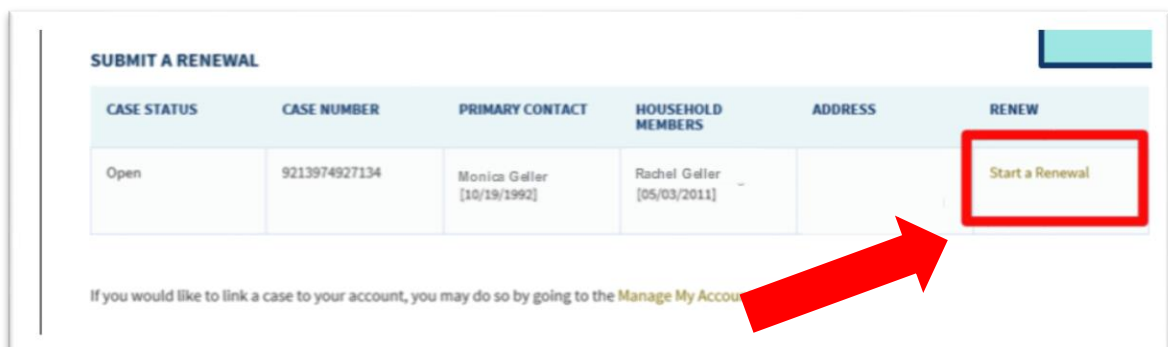
3. If you don't remember your User ID or your Password, the Login page gives you an opportunity to get those from Medicaid.

The image shows the 'Login to Your Account' page. It has a title 'Login to Your Account' and a 'LOGIN' section. There are two input fields: 'User ID' and 'Password'. To the right of each field is a link: 'I forgot my User ID' and 'I forgot my Password'. Below the input fields, there's a 'Resend Confirmation Email' link and a 'LOGIN' button. A red arrow points to the 'I forgot my User ID' and 'I forgot my Password' links.

4. When you Login, you will go to the My Account Home Page. Click on the “Renew My Benefits” section. **DO NOT** submit a new application.



5. You will be taken to the “Renew My Benefits” screen. On this page you can:
- **Submit a Renewal** – Sometimes Medicaid completes your renewal automatically. You only have to complete a renewal in the Self Service Portal if Medicaid tells you to.
  - **Finish an Incomplete Renewal** – You can start a renewal and finish it later. Just be sure to submit the renewal before the due date on the letter.
  - **View Submitted Renewals** – you can view your renewals submitted through the self-service portal from the past five years.
6. Click on the “Start a Renewal” link in the Submit a Renewal Section to continue.



7. The Renew My Benefits screen will tell you:
  - What information you need to submit the renewal.
  - How to complete the renewal.
  - Who you should include on the renewal.
8. Go through all the screens in the renewal and finish with the Sign & Submit screen. This will take you to the Confirmation screen. You can print out and view a summary of your renewal.

The screenshot shows the 'Confirmation' page of the Louisiana Department of Health's online portal. The header includes the state seal, the department name, and user information: 'Logged in as John Doe' with a 'Help' link and a 'LOGOUT' button. A navigation bar contains tabs for 'Start', 'People', 'Other Benefits', 'Income', 'Expenses', 'Resources', and 'Submit'. A link for 'Change Report #612345678' is visible on the right. The main content area has a 'Confirmation' heading followed by the message: 'You have completed this renewal and your information has been sent to the department mentioned below for review.' Below this is a section titled 'RENEWAL INFORMATION' showing 'Renewal ID: 8354738189129'. A paragraph explains that a summary of the renewal has been submitted and provides a 'PRINT PDF' button. It also includes a note about the need for Adobe Acrobat Reader and a small logo for the software. At the bottom, contact information for the Louisiana Department of Health is listed, including the address, phone numbers, and email. A 'BACK TO MY ACCOUNT' button is located at the bottom right of the page.

**Confirmation**

You have completed this renewal and your information has been sent to the department mentioned below for review.


**RENEWAL INFORMATION**

Renewal ID: 8354738189129

If you would like to review the summary of the renewal you submitted and print or save a copy of your renewal for your files, please click the Print PDF button below. If you decide to print or save, please keep in mind that your renewal has private, personal information on it.

[PRINT PDF](#)

Keep in mind that you'll need to have a program called Adobe Acrobat Reader to see and print the summary. If you don't have this program on your computer, you may install it for free by clicking on the button below:



**LOUISIANA DEPARTMENT OF HEALTH**

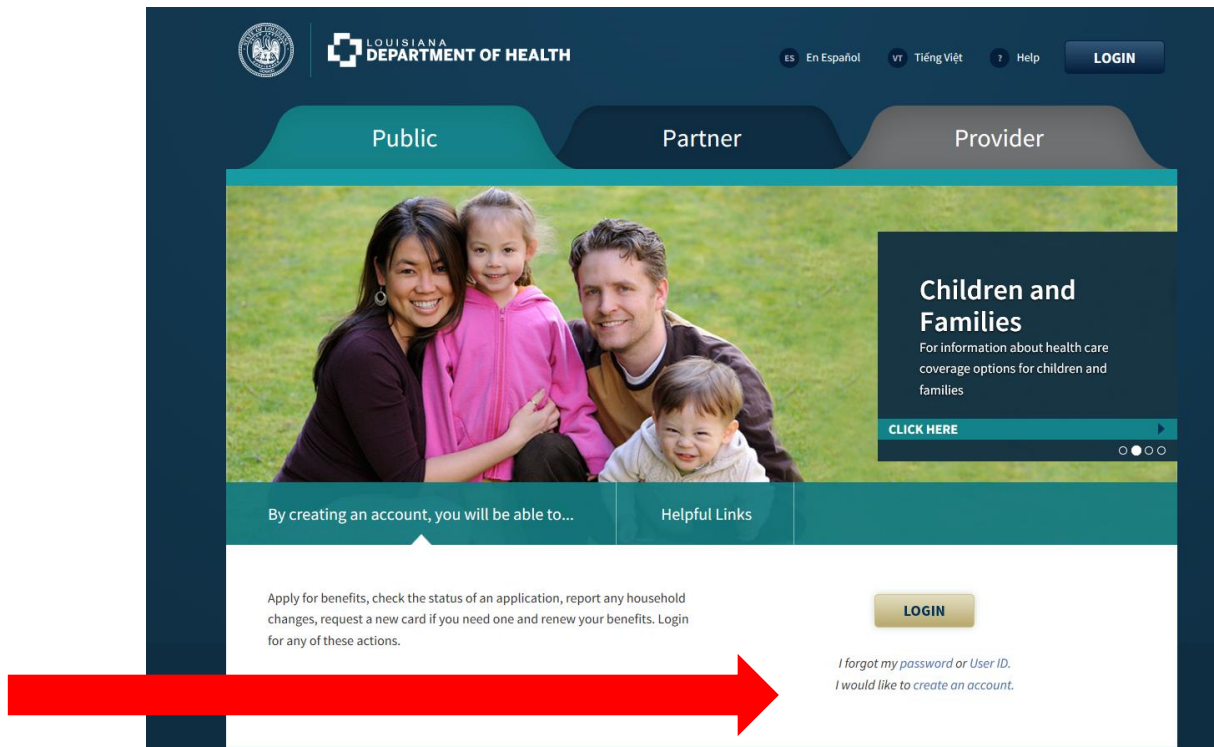
Your information has been sent to the department mentioned below:

**Louisiana Department of Health**  
P.O. Box 629  
Baton Rouge, LA 70801-0629  
Customer Service Number: 1-888-342-6207  
Fax Number: 1-877-523-2987  
Email: MyMedicaid@la.gov

[BACK TO MY ACCOUNT](#)

## How do I create an account?

1. On the [Self Service Portal](#), go to the bottom right corner of the page, click on “I would like to create an account”



2. You will be taken to the “Before You Create an Account” screen. This will tell you what you need to get started, including that:
  - You will need an email address and access to that email. To finish creating your account we must send an email to you to be sure we have the right contact for your account. That is the last step to create your account.
  - You will be asked to create a user ID, password and a six-digit PIN number. Be sure to save the user ID, password and PIN in a safe place. You will need them later. DO NOT use your email address as your User ID.
3. Click “Next” at the bottom right corner of the screen to move to the “Create an Account” screen. There are three sections you must fill out to create an account:
  - a. Step 1: Personal Information– you will enter your name and email address.
  - b. Step 2: Your Account Credentials – this is where you pick out your User ID, password and PIN.
  - c. Step 3: The Security Check – enter the letters or number from the image to prove you are not a robot.
4. Click the “Create an Account” button.
5. You will get an email from Medicaid asking you to click a link to finish creating your account. Click the link and finish your account set up.